

# **CITY OF PULLMAN, WASHINGTON**

## **CLASS SPECIFICATION**

### **SUPPORT SERVICES MANAGER**

**3311**

#### **GENERAL PURPOSE:**

Plan, organize, coordinate, schedule, and direct the operation of the support services division of the Police Department. The division provides receptionist, records retention and retrieval, typing, transcription, petty cash, property/evidence, facility maintenance, personal equipment, computer operations and supply functions, and other support functions to the Police Department.

#### **CLASSIFICATION SUMMARY:**

This Police Department management position is responsible for administration, implementation and supervision of all support functions of the department. The Support Services Manager supervises subordinate staff responsible for records retention and retrieval, property and evidence, computer operations and maintenance, and public assistance. General direction is received from the Chief of Police who reviews work performance for the effective functioning of the support services division.

#### **ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Plans, schedules, assigns, directs, and evaluates the performance of subordinates; establishes staffing levels and work schedules and reassigns personnel to ensure 24-hour per day, seven-day per week coverage; participates in labor negotiations, administers contract, and processes/adjusts grievances of subordinates; establishes training needs for present employees; trains new employees; takes appropriate corrective action to correct deficiencies, including disciplinary actions, participates in the recruitment and selection of new employees; reviews and approves subordinates' time sheets; authorizes and approves overtime work by subordinates; conducts staff briefings.

Prepares, implements, and updates operating procedures for records, reception, evidence and property control, facility maintenance, petty cash, personal equipment and supply, computer operations and maintenance and typing services; responsible for department's fixed asset inventory.

Reviews reports for accuracy; monitors the release of information to ensure compliance with state and federal laws; administers record retention program and provides for proper receipt and storage of police records.

Prepares and administers division budget; purchases equipment and operating supplies; plans for future department and division equipment and supply needs.

Acts as agency terminal coordinator for state and national computer system by coordinating information and the operation of the system for the department; coordinates the maintenance and equipment purchase for the department's computer network; responsible for coordination, maintenance, and repair of all office and electronic equipment, including telephone and computer equipment.

Serves as a management team member in bargaining sessions with the Guild; advises Chief of Police with respect to labor relation issues including development of management proposals, disciplinary action, and employee grievances; responsible for administering and interpreting the union contract; administers department and city policies and procedures.

Initiates and processes purchase orders and authorizes payment; checks the accuracy of time sheets; maintains records of fees collected.

Manages facility maintenance for building; participates in Fire Code inspections and other safety inspections.

Perform the duties of subordinates during lunch breaks, if required, and when a shift cannot be covered.

Attend staff meetings as a participant; coordinates division activities with activities of other agencies.

Attends work on a regular and dependable basis.

Interacts in a professional and respectful manner with city staff and the public.

#### OTHER JOB FUNCTIONS:

Perform other tasks as assigned.

#### SELECTION FACTORS:

(Applicants should describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

##### Knowledge of:

- Budget preparation and administration, purchasing, inventory control, and facilities maintenance management;
- Police record system retention, retrieval, dissemination, and security;
- Supervisory principles and practices, labor relations, and contract administration;
- Concepts of computer software and hardware;
- Police evidence identification, security, and disposal procedures.

##### Ability to:

- Plan, schedule, assign, direct, and evaluate the activities of subordinates;
- Revise and maintain record retention and retrieval systems in accordance with laws and regulations;
- Prepare and implement operating procedures for the division;
- Perform the duties of subordinates as needed;
- Establish and maintain effective working relationships with division personnel, police department personnel, city personnel, representatives from other agencies, and the public;
- Provide quality services in a cost-effective manner and to recommend improved methods of performing the work;
- Physically perform the essential functions of the job.

**MINIMUM QUALIFICATIONS:**

(Persons applying for a position of this class should have any combination of the following experience and training.)

Two years of police experience including: records management, purchasing, budget administration, or facility maintenance management experience and one year of previous supervisory or management experience; or substituting course work or training in supervision, records processing, retention, retrieval, and dissemination, and budget administration for up to six months of the experience.

**TOOLS AND EQUIPMENT USED:**

Personal computer, telephone, 10-key calculator, typewriter, copy machine, TTY, door locking system, video system for building monitors, slide projector, 24-hour logger system, scanner, microfilm camera and reader, printers, alarm monitors.

**WORK ENVIRONMENT:**

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk or computer terminal for extended periods of time. Physical exertion may be required to lift office equipment, supplies, and materials. Sufficient vision or other powers of observation are essential to permit the employee to read written materials and monitor and evaluate the work of subordinates.

***The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.***

***The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.***

FLSA Class: Exempt

Adopted: 9/82

Revised: 9/91, 5/94, 3/98, 6/99, 12/01